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QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 4TH / 2010

	MONTH: <u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Number of Customer Access Lines	<u>37</u>	<u>42</u>	<u>40</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>1/.03%</u>	<u>1/.02%</u>	<u>1/.03%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>25</u>	<u>32</u>	<u>31</u>

Comments / Explanations: _____

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